



State of California

# Employment Training Panel

Arnold Schwarzenegger, Governor

April 13, 2010

Jon Novack, President & Owner  
Patton Sales Corporation  
1095 E. California Street  
Ontario, CA 91761

Dear Mr. Novack:

RE: **FINAL MONITORING VISIT REPORT FOR PATTON SALES CORPORATION RETRAINING SB ET08-0453**

Date of the Visit:	3/17/10
Beginning/Ending Time:	11:00am – 1:00pm
Date of Last Visit:	2/24/09
Visit Location:	Ontario
Persons in attendance:	Jon Novack, President & Owner, Patton Sales Corporation (Patton); Louis Lucero, System Administrator, Patton; and Suzanne Godin, Contract Specialist, ETP
Action Required:	No

## **CONTRACT INFORMATION:**

Term of Agreement:	5/05/08-5/04/10	Agreement Amount:	\$49,610
Training Start Date:	7/10/08	No. to Retain:	49
Date Training must be Completed:	2/04/10	Range of Hours:	8-60
Type of Trainee:	Retrainee	Weighted Ave. Hours:	39

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[www.etp.ca.gov](http://www.etp.ca.gov)  
ETP (04/15/05)

## **FINAL REPORT SUMMARY:**

Patton Sales Corporation is a small business engaged in the distribution and sales of custom steel products, industrial tools and machinery, ornamental iron supplies, and office furniture. The Agreement was approved at the April 2008 Panel Meeting and training began on 7/10/08. All training was completed on 2/09/09 which allowed for the 90-day retention period to be completed by the term ending date of the Agreement (5/4/10).

### ***• INTERVIEW WITH THE CONTRACT REPRESENTATIVE: JON NOVACK***

You reported that balancing the needs of production and training was more difficult than anticipated when the training plan was designed for your small business. Once the economy began its downward spiral, Patton was forced to become more aggressive in its marketing efforts to generate and retain business. The number of sales representatives has shrunk; the company is working as lean as possible; and you no longer had the luxury of pulling your sales personnel away from the field [for training].

The ETP-funded training that was delivered was beneficial to Patton and concentrated on various skills sets in customer service, communication skills, sales & marketing techniques, teambuilding and leadership skills. Had it not been for the assistance of ETP, none of this training would have occurred. The skills sets acquired from the training have helped Patton survive in the current economic climate.

Lastly, you reported that the ETP on-line record keeping system was extremely user friendly and that Ms. Godin was always available to provide technical assistance when necessary.

## **PROJECT STATUS PROVIDED BY THE CONTRACTOR:**

Trainees Started Training:	35	Completed Training:	33
Trainees Enrolled:	35	Completed Retention:	33
Dropped Following Enrollment:	2		
No. Completed Minimum Reimbursable Hours :	34		

As detailed above, current records show that 33 trainees completed training and the 90-day retention period.

## **DISCUSSION OF PROJECTED EARNINGS:**

You stated that the statistics on the class/lab tracking system were correct which showed that 33 trainees (60% of planned retentions) completed the specified range of class/lab hours (8-60) and retention period. Patton tracked 307 eligible hours on the ETP class/lab tracking system for the aforementioned 33 trainees. Therefore, Patton is eligible to earn **\$6,754 (14 percent of the encumbered amount)**. As of the date of this report, the Patton had received \$5,321.25 of which \$528.00 is shown as earned.

The Contract Analyst reminded Mr. Lucero that the Fiscal Closeout invoice must be submitted within 30 days from the end date of the contract, or by 6/04/10. If more time is needed to submit the closeout invoice, please contact ETP's Fiscal Manager, Kulbir Mayall.

**ATTENDANCE ROSTERS:**

Attendance Rosters reviewed:	7/10/08-2/09/09	Rosters reviewed contained all the required information per Title 22, California Code of Regulations, Section 4442.	YES
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Ms Godin performed a 100% review of attendance rosters for 15 randomly selected trainees and reconciled them against the information on the ETP tracking system.

**INVOICES:**

Documentation reviewed was consistent with information reported on Invoice	#3	Yes
Progress Payment	1 & 2	Yes
Final Payment		N/A

Ms. Godin assisted Mr. Lucero in the submittal of Invoice #3. The contract analyst reviewed the requisite rosters and tracking information prior to submittal.

**SUBAGREEMENTS:**

No additional subagreements had been added since the last monitoring visit.

**AUDIT:**

You will be notified in writing if this agreement is selected for an audit that will be conducted either at your site (field audit) or by telephone if selected for a desk audit (or "review"). These notifications will be sent in advance to allow ample preparation time and will include a list of documentation that will be examined by the auditor. A list of the documentation typically examined during an audit will be included along with the Audit Notification and Audit Confirmation letters. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable.

Listed below are types of records typically requested during an ETP field audit:

- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

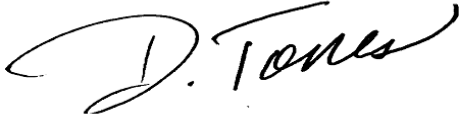
**RECORD RETENTION:**

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the

last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding this report, please contact Suzanne Godin at (619) 686-1918 or at [sgodin@etp.ca.gov](mailto:sgodin@etp.ca.gov) within ten (10) working days from the receipt date of this letter.

Sincerely,

A handwritten signature in black ink, appearing to read "D. Torres", written in a cursive style.

Diana Torres, Manager  
San Diego Regional Office

A handwritten signature in black ink, appearing to read "SMB", written in a cursive style.

Suzanne Godin, Contract Analyst  
San Diego Field Office

cc: Kulbir Mayall, Fiscal Manager  
Master File  
Project File  
Transparency File